FY00 Joint Operational Support Airlift Center Customer Survey

Lt. Col. Ray Torres
Deputy Division Chief
Joint Operational Support Airlift Center(JOSAC)
July 2000

Agenda

▌ **Response Rate**

▌ **What does JOSAC do well?**

▌ **What does JOSAC need to improve?**

▌ **The DV Perspective**

▌ **The Validator Perspective**

▌ **The Flying Unit Perspective**

▌ **Conclusion**

▌ **Next Steps…**

Response Rate

We mailed and emailed 1,329 surveys to JOSAC's customers. The customers returned 478 surveys for a total response rate of 33%.

 ❙ **DVs - 40% response rate (370/917)**

 ❙ **Flying Units - 23% response rate (65/280)**

 ❙ **Validators - 33% response rate (43/132)**

We also interviewed 36 representatives from 13 customer organizations.

Response Rate

	Sent	Received	Response Rate
DV's:	917	370	40%
Air Force	288	129	45%
Army	292	120	41%
Navy	256	66	26%
US Marine Corps	81	40	49%
Unknown		15	
Flying Units:	280	65	23%
Air Force		43	
Army		18	
Navy		2	
US Marine Corps		2	
Unknown		0	
Validators:	132	43	33%
Air Force		32	
Army		5	
Navy		0	
US Marine Corps		3	
Unknown		3	
Overall:	1329	478	33%
Air Force		204	
Army		143	
Navy		68	
US Marine Corps		45	
Unknown		18	

- Commercial Best Practice for 1 time mailing < 10%
- Commercial Best Practice 80%
  - Mailing
  - Re-Mailing
  - Phone Calls
- USTRANSCOM Household Goods Survey: 30% response rate

What does JOSAC do well?

■ Professionalism, Courtesy, and Responsiveness of JOSAC Staff

■ A "Save the Flight at all Costs" Attitude

I have had outstanding support on inquiries notably GySgt Vosburg on his experience in dealing with certain mission requirements. Outstanding support.

–Army Validator

The JOSAC schedulers are very good at trying to accommodating requests.. adjustments.. etc. They work hard/try hard and are very cooperative.

–Air Force Flying Unit

Most of the time, I could not perform my mission without JOSAC support!

- Marines Validator

Staff is able to answer questions and explain their decisions.

–Air Force Flying Unit

What does JOSAC need to improve?

- JALIS System

- Prioritization System

- Notification System for MODs

- Information Technology

JALIS is accessible.. but is not easy to use.

-Air Force

The system (JALIS) is not dependable at all.

-Marines

JALIS is borderline worthless for us poor folks out here in the field. Connectivity problems exist daily during normal duty hours. It is not uncommon to get half of an LFR in only to be kicked out of JALIS.

-Air Force

JOSAC tries to schedule efficiently…but with the system that they have to work with it is nearly impossible.
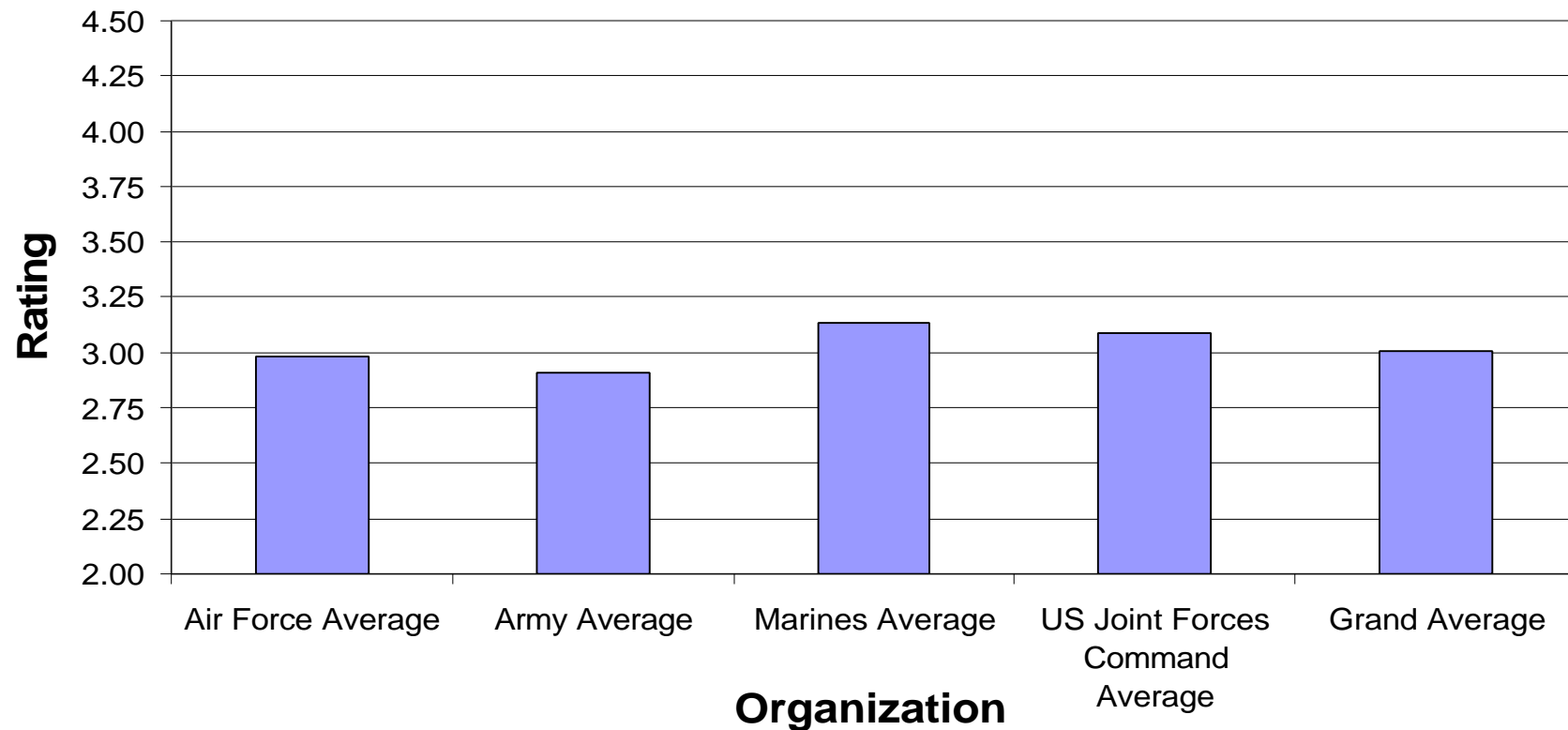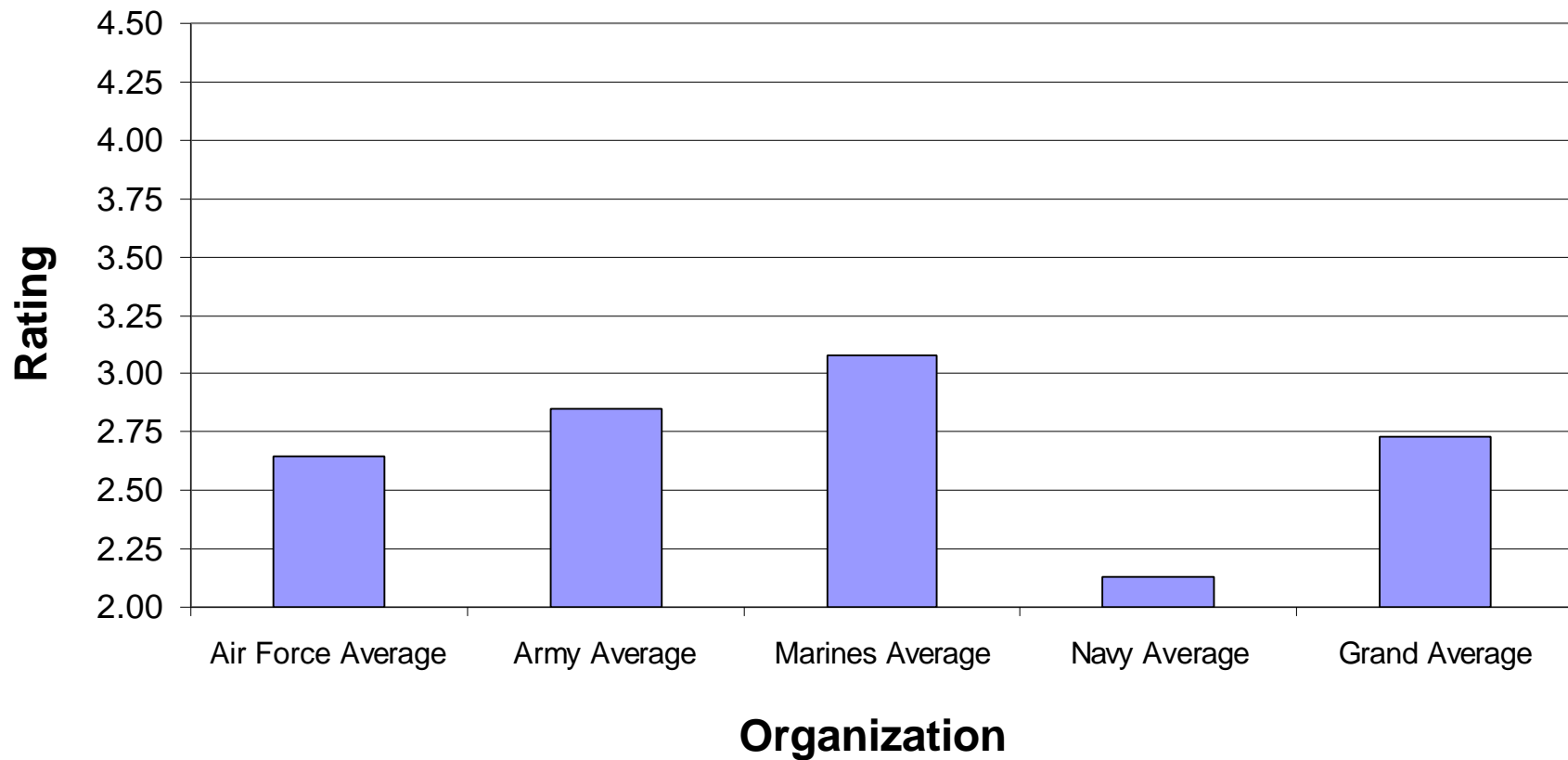
-Army

Overall Perspective

Overall Rating of JOSAC by Validators

Overall Perspective

Overall Rating of JOSAC by Flying Units

Overall Perspective

Overall Rating of JOSAC by DVs
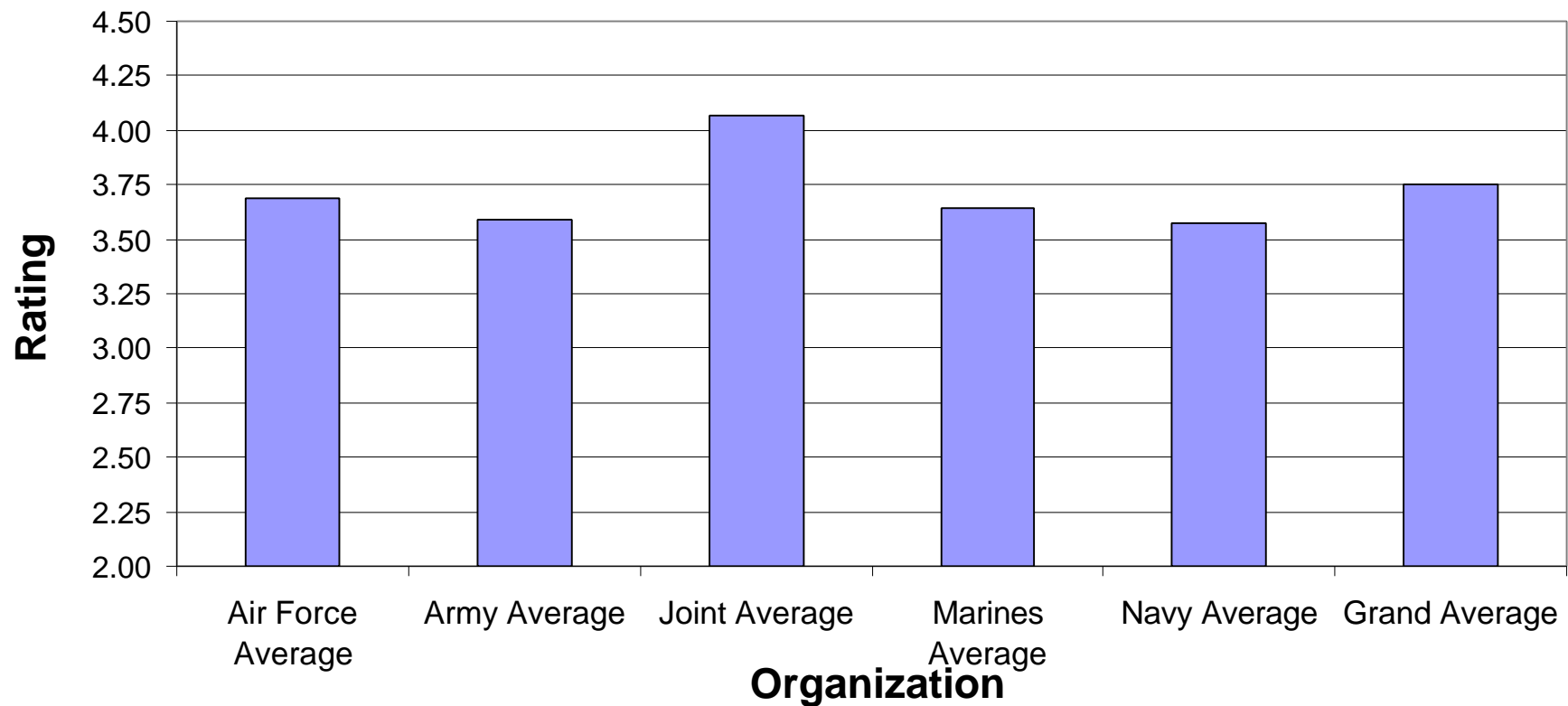
- Aircrew generally courteous
- Departures and Arrivals generally on-time
- Mission Reliability
- JALIS Scheduling

I don't use much because I cannot rely on service. Planes are cancelled or bumped to higher priority on short notice. It is too big a hassle to use and offsets the convenience of going directly where I want.

- Navy DV

Earlier notification of support. Many times the base ops at destination knows of support before my staff. - Army DV

... Nothing is worse than to show up and find out there was a change an hour before the flight.

- Air Force DV

... Gave up trying to use JOSAC after several months of non-support at Kirtland AFB. There are 2 MGENs on this base and neither used JOSAC.

- Air Force DV

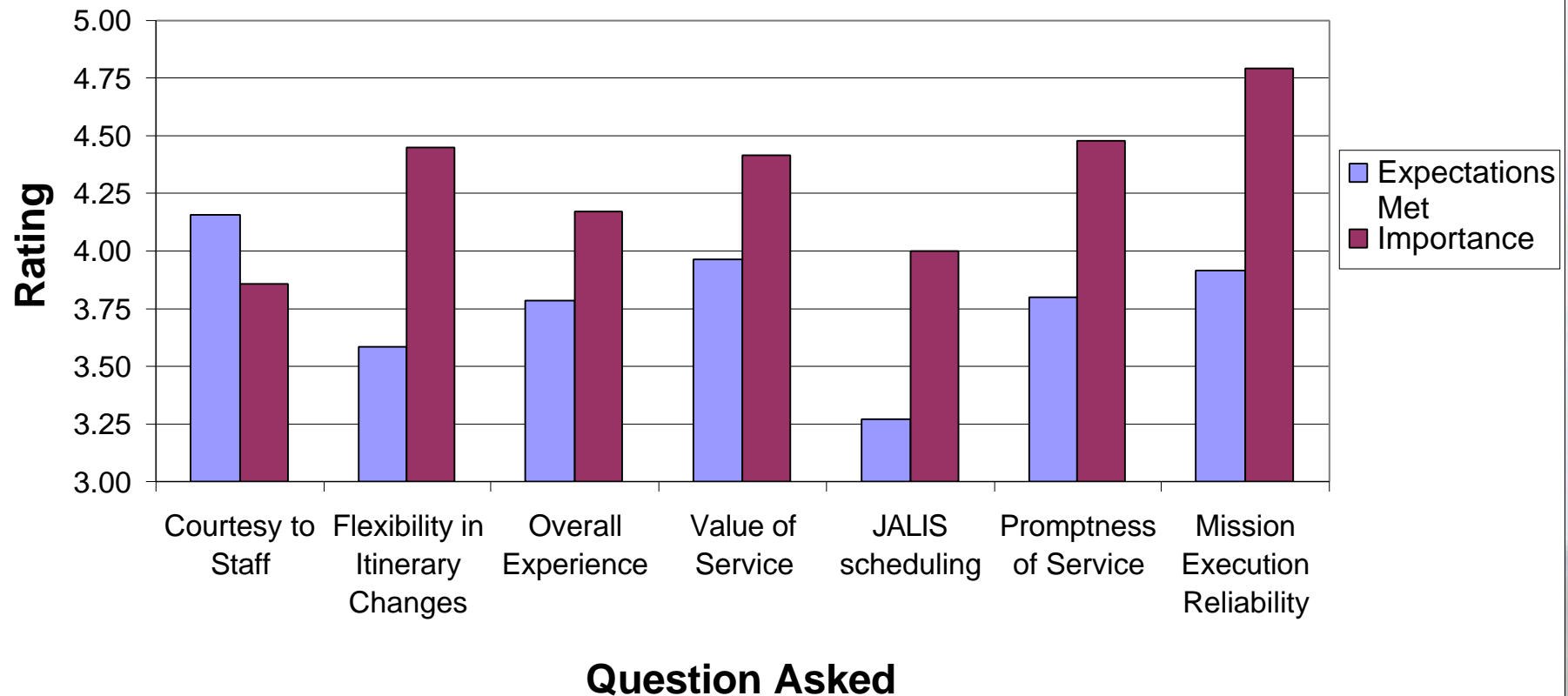The people at JOSAC do a great job . . . They are always trying to accommodate last minute changes.
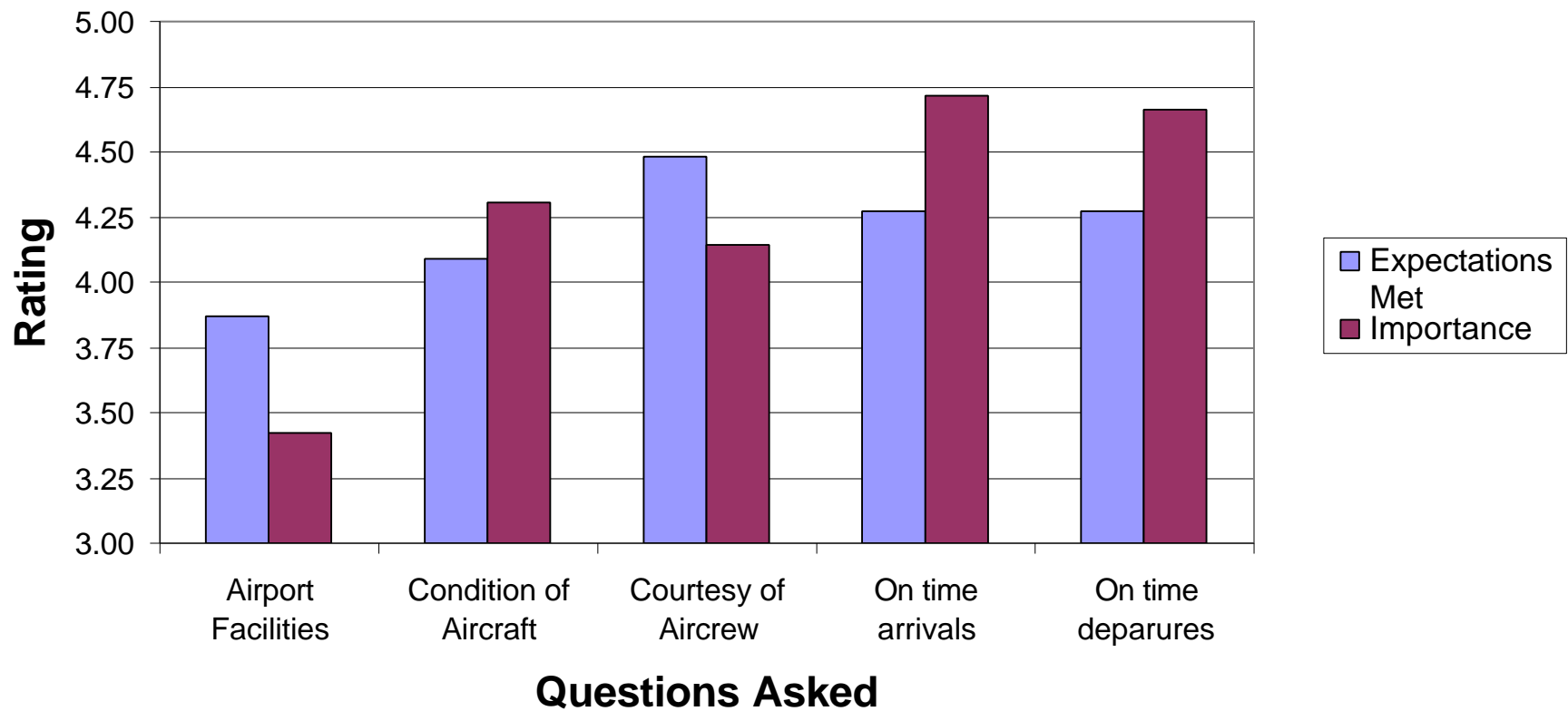
- Navy DV

10

The DV Perspective

Rating of non-JOSAC Services

The Flying Unit Perspective

- **Issues with JALIS**
- **JOSAC prompt**
- **NALO and OSA Make System more Complex**

Occasionally the mission is input 3-4 days in advance but the information on the mission is not input for a day or two later which hurts our planning for crew rest issues.

- Air Force Flying Unit

Dead head legs are 50%-60%. Passenger no-shows or under-shows are frequent.

- Army Flying Unit

Unless you have a full-time person conducting JALIS surveillance, you might never know a MOD was issued. What has saved us several times is the people at JOSAC have called to give us a "heads up" that the mission has been modified. I have actually received a MOD on the fax machine as I was walking out to the aircraft to fly the mission.
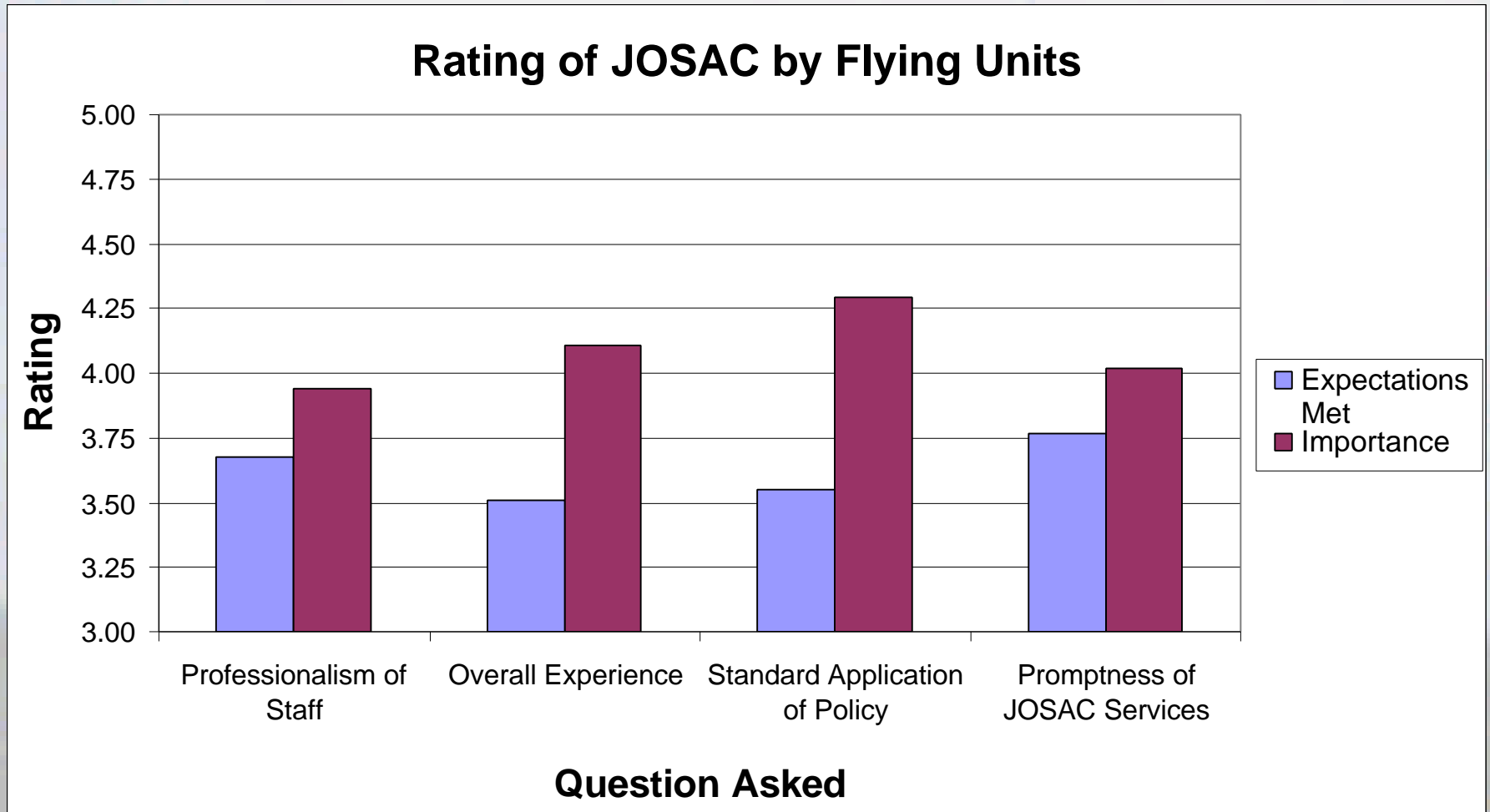
- Army Flying Unit

The Mod counter is not always set . . . if a change happens before they are released it doesn't show as a Mod and can be confusing for people who do not work with the system on a day to day basis.

- Air Force Flying Unit

The Flying Unit Perspective

Rating of JOSAC by Flying Units
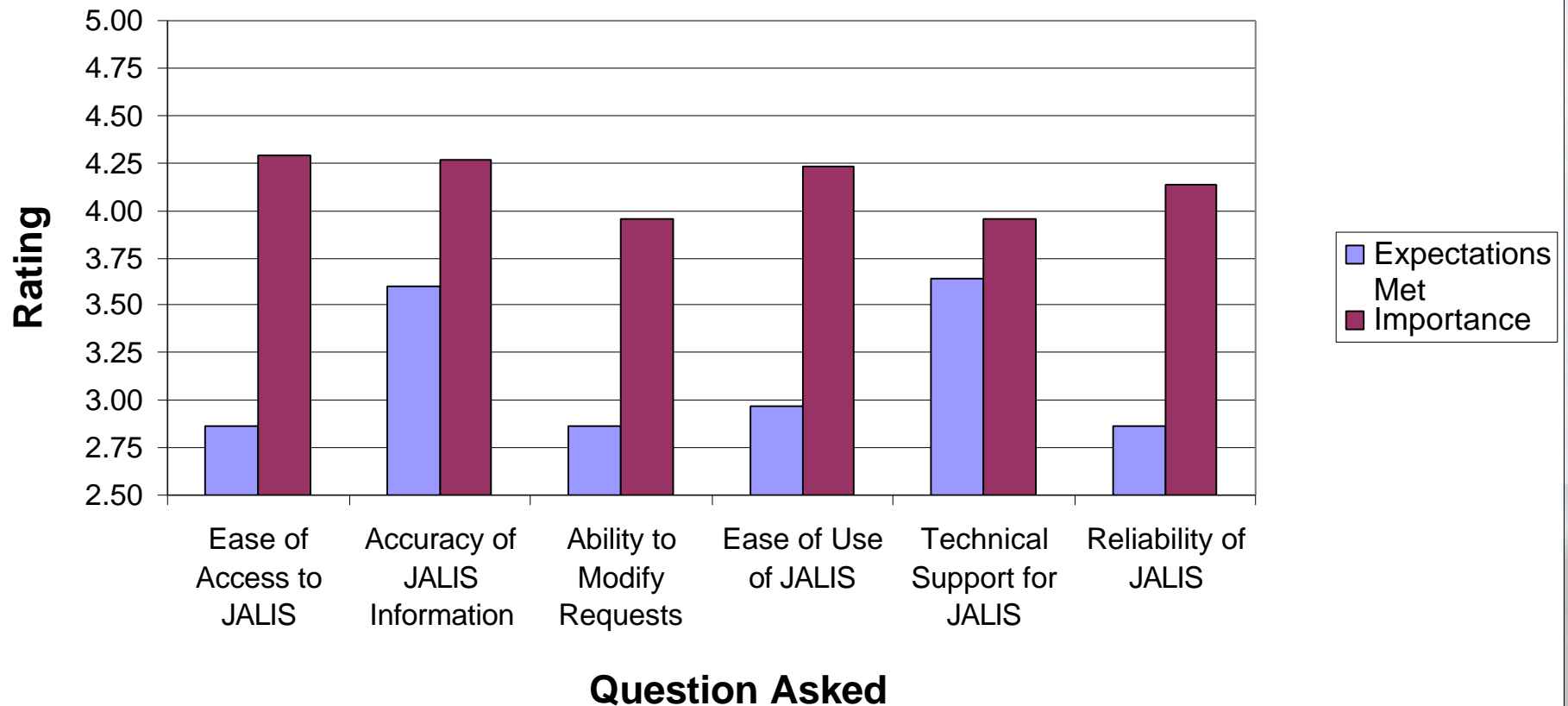
The Flying Unit Perspective

Rating of JALIS by Flying Units

The Validator Perspective

- **JALIS Issues**
- **PUJC**
- **Professionalism**
- **Request MODs**

It would be nice if I could access JALIS through the web.. instead of having to dial into a different system each time.

- Validator, US Joint Forces Command

I can attest to a few occasions in which the PUJC rules have been VERY CREATIVELY interpreted.

- Air Force Validator

The system is not dependable at all. On several occasions the system is down. And.. I have been randomly 'disconnected' and had to reenter all my work too many times. Jalis has been very very slow the last few weeks. It takes about 4 times as long to move from screen to screen
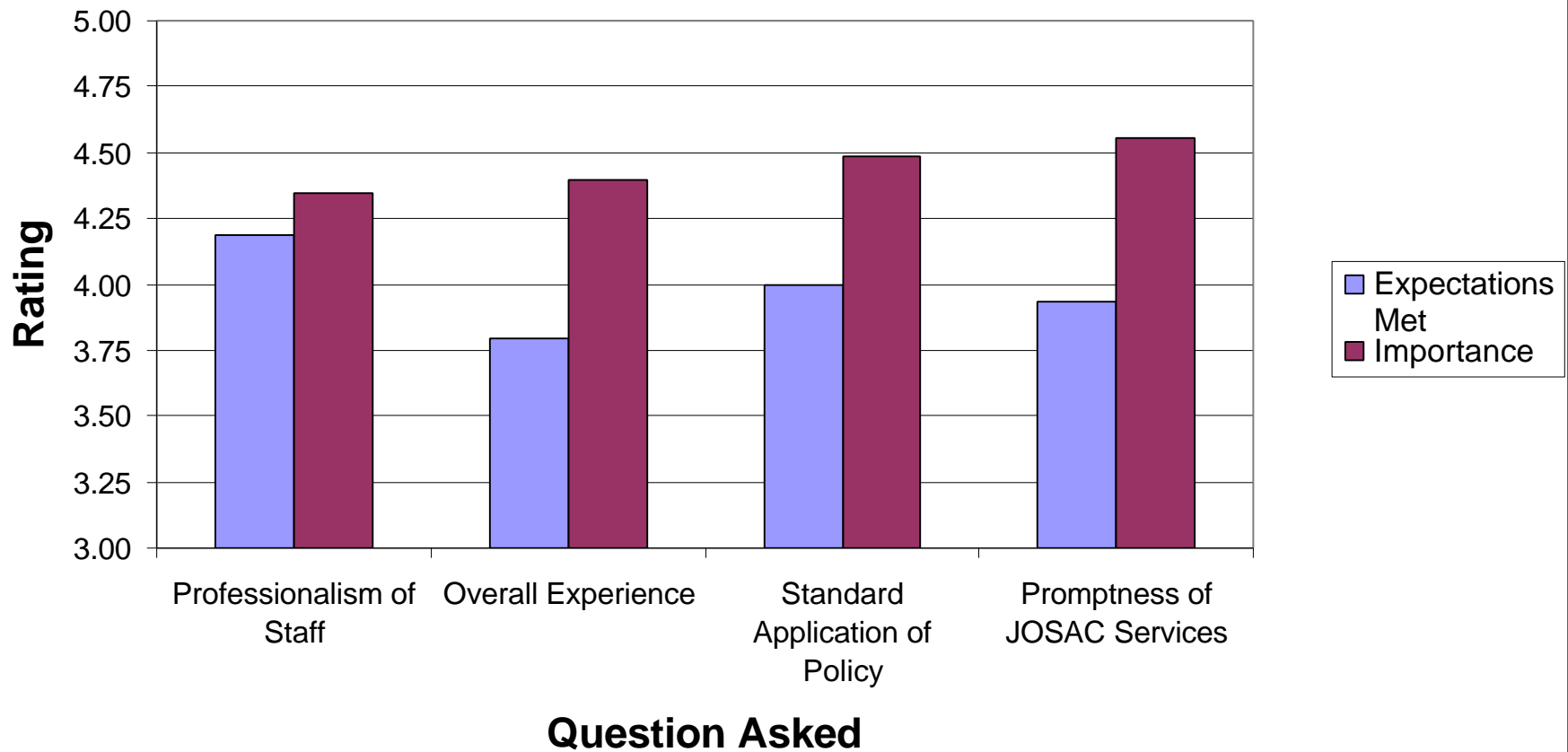
- Marine Validator

The PUJC rules are vague and interpreted differently by each service and or JOSAC . . . I feel that the urgency codes 4-6 need to be looked at again. They are more open for interpretation either way.

- Air Force Validator

The Validator Perspective

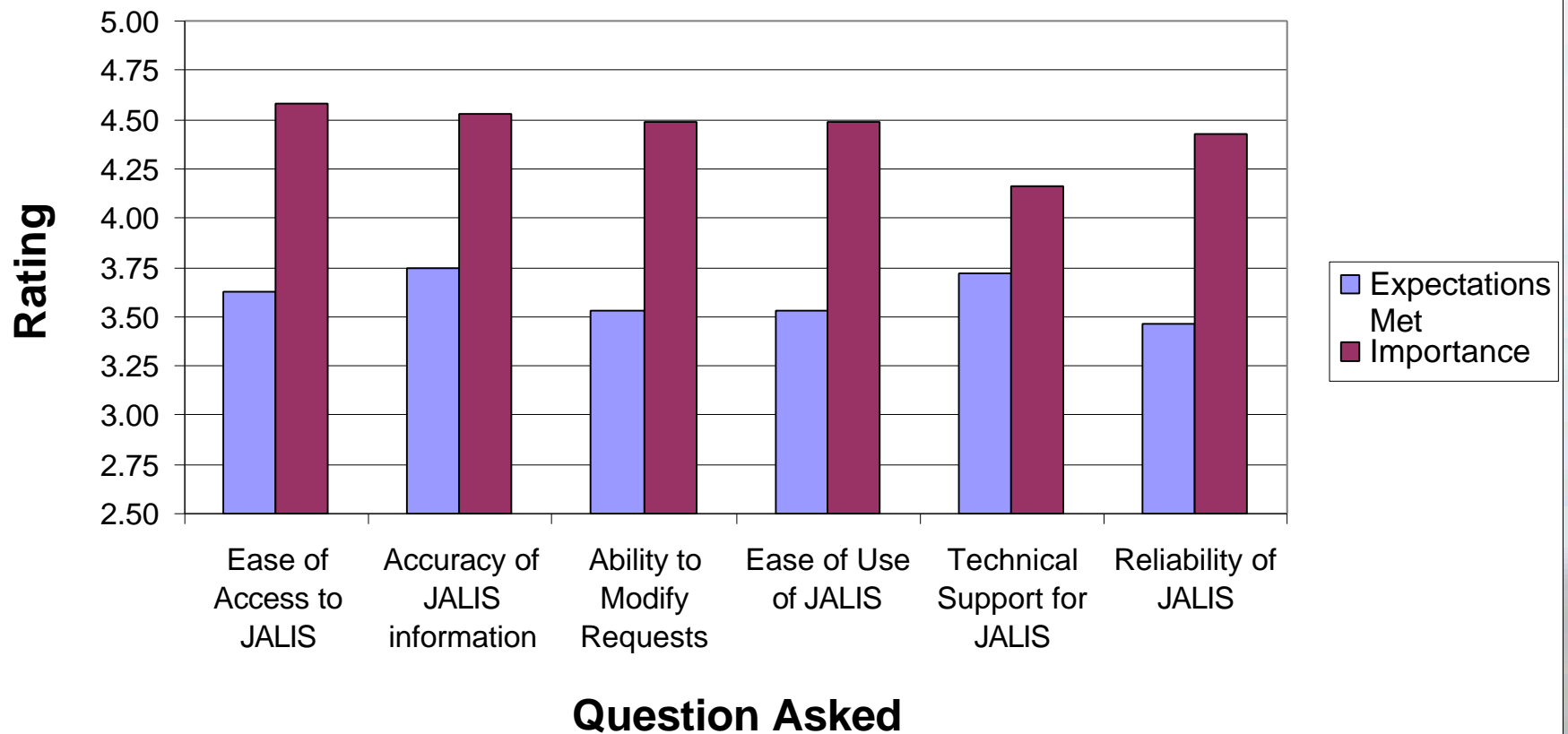**Rating of JOSAC by Validators**

The Validator Perspective

Rating of JALIS by Validators

The same theme is consistent through three surveys and multiple interviews:

▋ JOSAC personnel: fairly high marks

▋ JOSAC System: below average marks. The "system" includes not only JALIS, but NALO, OSA, validators, schedulers, etc.

▌ Publicize Survey Results

   ▎ JOSAC Website

   ▎ Newsletter

▌ Determine Action Items

▌ Prioritize Action Items

▌ Follow Through